

## Grievance Redressal Forum

TPWODL, BURLA

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,  
Burla, Sambalpur, Pin- 768017Email: [grf.burla@tpwesternodisha.com](mailto:grf.burla@tpwesternodisha.com), Ph No.0663-2999601**Bench: Ranjan Kumar Naik, President, S.K Dora (Co-opted Member) and S.Tripathy, Member (Finance)**

Ref: GRF/Burla/Div/DED/ (Final Order)/ 522(4)

Date: 06.12.25

**Present:**

Sri Ranjan Kumar Naik, President

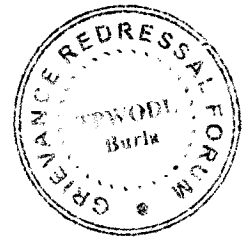
Sri S.K Dora (Co-opted Member)

Sri S.Tripathy Member(Finance)

1	Case No.	BRL/474/2025			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Bishikeshan Nayak C/O-Ganesh Nayak At-Gambharipashi, Po-Parposi, Ps-Tileibani, Dist-Deogarh		4141-1557-0227	7657007329
3	Respondent/s	S.D.O (Elect), Deogarh			Division D.E.D, TPWODL, Deogarh
4	Date of Application	14.11.2025			
5	In the matter of-	1. Agreement/Termination	X	2. Billing Disputes	✓
		3. Classification/Reclassification of Consumers	X	4. Contract Demand / Connected Load	X
		5. Disconnection / Reconnection of Supply	X	6. Installation of Equipment & apparatus of Consumer	X
		7. Interruptions	X	8. Metering	X
		9. New Connection	X	10. Quality of Supply & GSOP	X
		11. Security Deposit / Interest	X	12. Shifting of Service Connection & equipments	X
		13. Transfer of Consumer Ownership	X	14. Voltage Fluctuations	X
		15. Others (Specify) -X			
6	Section(s) of Electricity Act, 2003 involved				
7	OERC Regulation(s) with Clauses	1. OERC Distribution (Conditions of Supply) Code,2019 ✓			
		2. OERC Distribution (Licensee's Standard of Performance) Regulations,2004			
		3. OERC Conduct of Business) Regulations,2004			
		4. Odisha Grid Code (OGC) Regulation,2006			
		5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004			
		6. Others			
8	Date(s) of Hearing	14.11.2025			
9	Date of Order	06.12.25			
10	Order in favour of	Complainant	✓	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

President

Grievance Redressal Forum  
TPWODL, Burla - 768017



**Place of Camp:** ESO Office, Tileibani

**Appeared**

**For the Complainant-** Bishikeshan Nayak  
Represented by Ganesh Nayak

**For the Respondent -** SDO(Electrical), Deogarh, TPWODL.

**GRF Case No- BRL/474/2025**

Bishikeshan Nayak  
C/O- Ganesh Nayak  
At-Gambharipashi, Po-Parposi, Ps-Tileibani,  
Dist-Deogarh  
Consumer No-4141-1557-0227

**COMPLAINANT**

**VRS**  
SDO(Electrical), Deogarh, TPWODL.

**OPPOSITE PARTY**

**GIST OF THE CASE**

Sri Ganesh Nayak on behalf of Bishikeshan Nayak appeared in the hearing on Dt. 14.11.2025 at the camp held at ESO Office, Tileibani. The complainant submitted during course of hearing in brief as follows:

1. The complainant has raised objection regarding abnormal energy bills charged previously but failed to submit the period & nature of dispute.
2. To revise the EC bills as per actual meter consumption recorded.

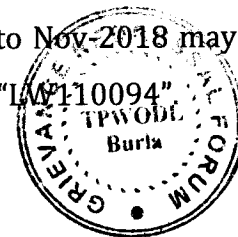
**Previous Complain, if any:** Not Available

**SUBMISSION OF OPPOSITE PARTY**

The opposite party submit billing abstract from Mar-2013 to Oct-2025, a Physical Verification Report carried out on 15.11.25 & written statement in this case. In reply to the case the opposite party submitted the following facts.

1. As per billing data the power supply given to consumer premises on 06.06.2012 with meter no "813254" under 'DOM-KTJ' category with CD-0.11 KW.
2. The bill served to consumer on actual basis up to March-2014.
3. Then provisional/average bill served to consumer from Apr-2014 to Jan-2019.
4. The Meter No "LW421149" was installed on Dt.05.02.2019 (FG) with IMR=1 and then onwards the electricity bill served to consumer on actual basis upto Nov-2022. It can be observed that the average billing served from Feb-2019 to May-2019 has been revised by Opposite Party on Dt.09.01.2023 and Rs.2262.56 withdrawn & reflected in consumer ledger.
5. There is average bill served to consumer from Dec-2022 to May-2024 which has been revised by Opposite Party on Dt.28.03.25 & Rs.73.18 debited & reflected in consumer ledger.

6. The Meter No "TWST1743992" was installed on Dt.24.05.2024 (FG) with IMR=0 and then onwards the electricity bill served to consumer on actual basis.
7. The opposite party suggested that, the average billing from Dec-2016 to Nov-2018 may be revised by taking six-month average consumption recorded in meter no "LW110094"



### **OBSERVATION**

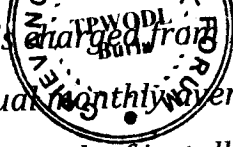
The case is pursued with all documents available on record and merit of the case. The complainant is an existing consumer of electricity under the operational area of TPWODL bearing consumer No 4141-1557-0227, having CD-0.11KW under LT-Domestic category, coming under ESO-Tileibani & initial power supply effected on 06.06.2012. On scrutinizing the records in detail, the Forum observed the following facts which are envisaged here under that,

1. That, as per objection raised by the complainant and on examining the case in detail, the Forum observed from the licensee's soft records (FG & Samadhan App) that 1<sup>st</sup> energy bills was raised in March-2013, with initial meter installed bearing SL.No." 813254".
2. That, average bills continuously raised from April-2014 to May-2019 @ 54 units/216 units on bi-monthly basis from time to time, as no meter readings were advanced in the afore mentioned meter.
3. It was observed that a new meter bearing SL.No." LW110094" was installed on 05-Feb-2019, replacing the old meter No." 813254" & actual bills continued to charge thereafter till Nov-2022 billing. Average bills further charged from Dec-2022 to May-2024. Subsequently, a new meter bearing SL.No." TWST1743992" was installed on 24-May-2024, replacing the old meter No." LW110094".
4. That, the Opposite Party has already revised the abnormal bills charged from Feb-2019 to November-2022, from dtd. 07-12-2022 to dtd. 15-07-2024 & May-2024 bill as per actual meter consumption recorded and Rs.2262.56/- was deducted & Rs. 73.18/- , Rs. 67.75 was added to consumer account respectively.

The Forum on scrutinizing the records, reports available on record construed that the energy bills charged limited up to & including two years (as per regulation-155 & regulation-157 of OERC Distribution (Conditions of Supply), Code,2019) prior to installation of new meter(meter SL. No." LW110094" installed on 05-Feb-2019) i.e. from February-2017 to January-2019 are to be revised by the Opposite Party, based on the actual monthly average consumption recorded in subsequent meter No." LW110094".

### **ORDER**


After careful consideration of hearing and documents, statements available on records, the Forum hereby passes order in consonance with Regulation of OERC Distribution (Conditions of Supply), Code,2019


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1. The Opposite Party is directed to revise the energy bills charged from February-2017 to January-2019, on the basis of succeeding one year actual monthly average consumption recorded in meter SL. No." LW110094", from the date/month of installation of the same, duly adjusting the bill revision made earlier and/or the benefit arising out of the OTS Scheme, if any.
  2. The Opposite Party is directed to serve the revised energy charges bill with revised due date within 30 days from the issue of this Order, duly considering the applicable tariff during the period, taking into account the adjustments, if any, and adjustment for the payments made by the complainant.
  3. The Complainant is directed to pay the revised billed amount so arrived at, if any, within due date after receipt of the revised energy charges bill to which the complainant is liable to pay.

Accordingly, the case is disposed of.

**The opposite party is directed to submit the compliance report to this Forum within one month (by the end of January-2026) from the date of issue of this order.**

  
**S.K Dora**  
 (Co-Opted Member)  
**Grievance Redressal Forum**  
**TPWODL, Burla - 768017**

  
**S. Tripathy**  
 Member (Finance)  
**Grievance Redressal Forum**  
**TPWODL, Burla - 768017**

  
**Ranjan Kumar Naik**  
 (President)  
**Grievance Redressal Forum**  
**TPWODL, Burla - 768017**

**Copy to: -**

1. Bishikeshan Nayak, C/O- Ganesh Nayak, At-Gambharipashi, Po-Parposi, Ps-Tileibani, Dist-Deogarh
2. Sub-Divisional Officer (Elect.) Deogarh, TPWODL, with the direction to serve one copy of the order to the Complainant/Consumer
3. Executive Engineer (Elect.), DED, TPWODL, Deogarh
4. The Chief Legal-cum-Nodal Officer, TPWODL, Burla for information.

"If the complainant is aggrieved by this order of the Grievance Redressal Forum, he/she is at liberty to make representation to the Ombudsman II, Qrs. No.3R-2(S), GRIDCO Colony, P.O:Bhoinagar, Bhubaneswar-751022 (Tel No. 0674-2543825 and Fax No. 0674-2546264) within 30 days from the date of this order of the Grievance Redressal Forum."

This Order can be accessed at TPWODL Website → [tpwesternodisha.com](http://tpwesternodisha.com) → Customer zone → Grievance Redressal Forum → BURLA (Case No BRL/474/2025)